I. Overview of Requirements

a) Introduction and Background

1) The Purpose

The purpose of this contract is operate and maintain the Campus-Based System that enables the United States Department of Education (ED) to provide more than $2 billion in Title IV student financial assistance funds to about 4000 post-secondary institutions each year. The contractor may also be required to perform two optional tasks related to on-going efforts in ED to modernize the delivery system for the Title IV student assistance programs.

The Campus-Based Programs provide grant, work-study, and loan funds to these institutions, and the institutions in turn use these funds to provide student financial assistance to more than 1,000,000 students each academic year. There are several distinct programs, each with its own legislative history and regulations, within the Campus-Based Programs. These include the Federal Perkins Student Loan Program, the Federal Work-Study Program, the Federal Supplemental Educational Opportunity Grant Program, and the Work Colleges Program.

The administration of these programs involves a number of activities, among which the most significant are:

- **collection and editing of data**
- **allocation and distribution of funds**
- **updating and maintaining school-related data, and**
- **providing loan default prevention assistance.**

ED uses the Campus-Based System to support many of these activities. This system enables ED to monitor and assist the post-secondary institutions participating in the programs in a joint effort to ensure that the funds are used as intended by the Congress.

b) High-Level Scope

To apply for Campus-Based funding, an institution must submit electronically a Fiscal Operations Report and Application to Participate, or FISAP, for which ED provides the software and support. The FISAP contains no student-level information; it uses only summary data by school.

The Campus Based System processes FISAP data received via EDExpress, calculates funding formulas, and provides funding to schools.

Its major functions include:

- Process campus-based funding
- Maintain and edit FISAP data
- Calculate and notify institutional awards
- Allocate campus-based funds
- Reconcile accounts and reporting
- Default reduction assistance program

Many of the key dates for receipt of applications and notifications of awards, as well as intermediary steps described in the functions listed above, are stipulated by law in a set of requirements referred to commonly as the Master Calendar. The contractor must meet each of these Master Calendar deadline dates; failure to do so would require that the Secretary of Education notify leaders in both the Senate and House, as well as senior OMB officials, that the Department has been unable to comply with these legal requirements.

In addition to the requirement to operate and maintain the current Campus-Based System, the contract also contains three optional tasks that the successful offeror may be required to perform. These optional tasks call for the offeror to modernize the Campus Based System by:

- converting the current system to a relational database
- developing a web-based application
- making further enhancements to the system as discussed in this requirements document

The migration of the current CB system to a relational database is a key component within this modernization effort. It will allow for other enhancements discussed below as well as position the CB for future integration with other OSFAP systems. Currently, the system is on an IBM 9672 / OS390 that utilizes a VSAM file system for storage. It's this storage of Campus-Based data that shall be migrated to a relational data store and modifications to all systems that interface with the mainframe system.

Another key component for modernizing the system shall be for developing a web based or thin client application that will improve usability, reduce the level of support required to maintain and update the system year over year, and provide for superior and secure access.

Each offeror should be familiar with the Campus-Based Programs, their history, and their importance to students, parents, and institutions of higher education. You will find general information about them on the web-site operated by the office of Student Financial Assistance Programs at http://www.ed.gov/prog_info/OSFAP/FYE/.

Each offeror shall read carefully the goals and objectives of the OSFA Modernization Initiative. These may be found on the ED's web page at www.ed.gov. These goals and objectives shall be the framework for the technical proposal.

II. Detailed Services Required

a) Software Operation and Maintenance

    1) Software Operation and Maintenance Methodology

        i. Life Cycle Methodology

            1. Contractor shall provide system life cycle methodology for operation and maintenance of CB system. The methodology will include processes for support and maintenance activities. To the extent practical, the contractor shall utilize the OSFAP's Integrated Product Team (IPT) and a system development life-cycle.

        ii. Work Breakdown Structures

            1. The contractor shall provide a work break-down structure for execution of the annual cycle of program activities.

        iii. Workplan

            1. The contractor shall provide a workplan that includes all critical tasks associated with execution of the annual cycle of program activities.

    2) Application Requirements

        i. At a minimum the contractor shall provide ED with the support necessary to continue all business practices performed under the current contract efficiently and without interruption.

        ii. The contractor shall provide for data integrity specific to accuracy, error resolution, completeness, pre-verification of data and a plan for a proactive inquiry and a follow-up of problems.

        iii. The contractor 's plan for software operation and maintenance shall also include a quality control plan; a plan for reporting and MIS; and the capability to produce new and ad-hoc MIS reports.

        iv. The contractor shall provide a mandatory clearly understood "system alarm" capability.

        v. The contractor shall develop for monthly submission, a package of core quality control statistical reports that the contractor believes fairly and accurately describe the quality of performance under the contract.

        vi. The contractor shall include the following types of reporting are recommended:

            1. Reports shall include obvious visual cues to alert managers to the problems at ED and at the contractor's site.

            2. Reports with current and cumulative data, presented next to useful comparative data.

3. Reports with comparative data, including both historical and forecasted data for relevant periods.

4. Reports that use a method for highlighting data that are well out of the historical or forecasted range.

5. Reports that use graphics in reporting, with linear boundaries for expected behavior.

6. Reports that provide ED with explanations of all out-of-range data along with proposed corrective actions.

7. Reports that reflect aging to track status of FISAP forms.

8. Reports with cumulative error(s) for longitudinal analysis.

3) Architecture Requirements

i. The Campus-Based System includes subsystems operating with PC-based software to assist in carrying out program objectives. The contractor shall update and maintain all of these subsystems. In general, the database used for each PC program is a subset of the current or a previous Campus-Based Master File. The vision for Campus-Based PC development is the phasing out of many, if not all, of PC stand-alone systems. However, the contractor shall update and maintain these subsystems until they can be transferred to another processing platform.

ii. The Contractor shall adhere to the General Guidelines in section II.a.7 for any new component or enhancements to the Campus-based System should comply with OSFAP standards as stated in the Technology and Policy Standards Guide.

iii. The contractor shall migrate the current platform to OSFAP's target architecture.

4) Service Level Agreement

i. The contractor shall provide a service level agreement that meets all of the standards detailed elsewhere in this report and fully supports the OSFAP modernization effort and its standards:

1. Improved customer service

2. Improved employee satisfaction

3. Reduced costs

5) Production Readiness Reviews

i. ED CIO Approval

1. The contractor shall adhere to the ED CIO's production readiness methodology with regard to:

- Software modifications
- Process modifications
- Hardware migrations or changes
- The contractor shall perform Production Readiness Reviews for other changes when deemed necessary by ED

6) Customer Service Support

    i. ED

       1. The contractor shall make its staff available to ED staff 9 hours daily (8:30 a.m.-5:30 p.m. ET). In addition, contractor staff shall be available until 8:00 p.m. EST on 10 days per year, given 24 hours notice by ED.

       2. The contractor's project managers shall attend monthly performance review meetings with ED. In addition to these monthly performance review meetings, the contractor shall make its key management staff available for up to 10 additional meetings with ED staff, given 24 hours notice.

       3. The contractor must also train up to 30 ED staff on its system. To this end, the contractor shall propose easy and complete hands-on training for ED staff; conduct such training only after needs analysis; coordinate its training with other OOSFAP training initiatives; and coordinate any training it may provide at conference exhibits with ED staff.

    ii. Schools

       1. The contractor shall operate a Customer Service Center for schools and other institutional participants that provides them current program and technical information via a no-fee toll-free telephone information center. The contractor's staff shall respond to inquiries from staff at post-secondary institutions and organizations, including the Congress.

       2. Toll Free Number Standards

- 95% of all calls answered within 30 seconds.
- Availability, dropped calls and other measures of operational efficiency meet industry standards.
- The toll-free lines at the Customer Service Center shall operate 12 hours a day, five days a week, from 9 a.m. to 9 p.m. EST. In operating this Center, the contractor shall assure efficient use of FTS 2000 lines, or of any successor federal data communication standards.
- The customer service provided under this contract is limited to technical and system questions received from staff at institutions of higher education, state governments, and other higher education partners. ED anticipates you will receive the majority of inquiries on or immediately around Congressionally-mandated deadline dates, and that customers will ask for information about

their applications and data that only the successful offeror will have. Therefore, you should consider the CBD Systems Customer Service activity as a complement to the internal OSFAP Customer Service Center. Offerors should also note that at some point in the future OSFAP may initiate a single toll-free number for callers to use and that as a consequence the calls you receive would be routed to you automatically through that primary number.

3. The contractor shall coordinate its Customer Service Center with IFAP and ED staff to ensure accurate and consistent responses, particularly for all hand-offs.

4. The staff of the Customer Service Center shall identify peers at IFAP and ED to work with them to assure consistency and accuracy in answers provided; they also shall demonstrate knowledge of other media through which ED keeps its customers informed.

5. The Department has developed a draft document that defines minimal standards for the operation of call centers. At a minimum the contractor customer service center must adhere to these standards.

6. The offeror shall provide training:

   – That meets the needs of the schools
   – That is coordinated with other OSFAP initiatives
   – That is on-line and user friendly

7. The offeror shall adhere to the share post diagram:

   – Answer 95% of all emails within 2 hours
   – Provide statistics on responses and other measures of operational efficiency that meet
   – Industry standards

8. The contractor shall conduct 2 focus groups a year at national and regional meeting where the contractor is providing contract support for ED.

9. In performing the tasks of this section the contractor shall satisfy all requirements of the Master Operating Calendar (MOC), most often referred to as the "Master Calendar" as well as other timeframes specified by ED. The Master Calendar contains a number of legislatively mandated timetables. The current version of the MOC is as follows.

   – by August 1 – FISAP software distributed to schools
   – by October 1 – FISAP submission due to ED
   – by November 15 – Edits transmitted to schools
   – by December 15 – Edit corrections due to ED
   – by February 1 – Tentative awards distributed to schools
   – by April 1 – Final award distributed to schools

Additional activities and milestones needed to achieve compliance with the Master Calendar shall also be incorporated into the schedule on an annual basis.

    iii.   Conferences/Booths

        1.   The contractor shall provide support for program exhibits at a maximum of 20 regional and national conferences.

        2.   The contractor shall develop exhibits and materials that meet professional standards, customer needs, and ED requirements.

7)   General Guidelines Compliance

    i.   In performing the tasks required under this contract, the contractor shall adhere to the following resources for the appropriate guidelines. ED shall retain the discretion for deviation from these guidelines and shall approve any such deviation as deemed appropriate. The general guideline resources are:

        1.   Technical

- Fiscal Operations Report for 1999-2000 & Application to Participate for 2001-2002 (FISAP) (cb00-10a.pdf, OMB 1845-0030)
- FISAP – Record Layouts (0102log.900.doc)
- FISAP – Setup (0102log.901.doc)
- FISAP – Tools (0102log.902.doc)
- FISAP – Entry (0102log.903.doc)
- FISAP – Process (Validation) (0102log.904.doc)
- FISAP – Import (0102log.905.doc)
- FISAP – Export (0102log.906.doc)
- FISAP – Print (0102log.907.doc)
- Program Finance Requirements (Universal Automation Labs, 11/12/1997)
- SFA WEB Graphical User Interface Guidelines, v1.6 - Draft (June 20, 2000)
- Automated User Interface (AUI) System Program Maintenance Manual
- CB-Windows Program Maintenance Manual
- PC Subsystems Program Maintenance Manual
- CBP Program Maintenance Manual
- Allocate campus-based funds
- OSFAP's Integrated Product Team Methodology
- OSFAP's Technology and Policy Standards Guide
- ED Production Readiness Review Process

        2.   Security

- The Computer Security Act of 1987
- The Privacy Act of 1974, (5 U.S.C. 522a, as amended)

- The Information Technology Management Reform Act of 1996 (40 U.S.C. Chapter 25) Executive Order 13011
- OMB Circular A-130, Appendix III
- OMB Memorandum M-00-07 (Incorporating and Funding Security in Information Systems Investments) [February 28, 2000]
- Federal CIO Council Information Security Maturity Framework v2 (draft) [December 8, 1999]
- NIST Security Planning Guide 800-18 - Guide for Developing Security Plans for Information Technology Systems [December 1998]
- Information Technology Security Policy of the U.S. Department of education [1999]
- U.S. Department of education Certification & Accreditation Plan [September 30, 1999]
- U.S. Department of education Information Technology Continuity of Operations Planning (COOP) Program Guidance [November 5, 1999]
- U.S. Department of education Risk Management Program Guide (DRAFT) [August 27, 1999]
- U. S. Department of education Incident Handling Program Guide [February 2000]
- U. S. Department of education Information Technology (IT) Security Awareness and Training Program [October 1999]
- Office of Student Financial Assistance Guide to Information Security and Privacy (DRAFT)[September 2000]
- Workforce Investment Act of 1998 Section 508, Electronic and Information Technology
- Web Content Accessibility Guidelines 1.0 (W3C Recommendation 5-May-1999)
- Requirements for Accessible Software Design Version 1.2 (Office of the Chief Information Officer, US Department of education)
- Proposed Electronic and Information Technology Accessibility Standards (36 CFR Part 1194)
- Accessible Web Design Guidelines (Microsoft, http://www.microsoft.com/enable/dev/web/)
- Making Your Web Site Accessible to the Blind (Curtis Chong, Director of Technology, National Federation of the Blind)

8) Configuration Management Procedures

i. The contractor shall control the implementation of new or modified software through effective Configuration Management procedures.

ii. The contractor shall attend status meetings, configuration control meetings, and technical meetings, as required to support effective CB system operations, maintenance, or enhancement.

9) Target Architecture Compliance

i. The Contractor shall adhere to the General Guidelines for any new component or system development. In addition, enhancements to the CB system should comply with OSFAP standards as stated in the Technology and Policy Standards Guide.

10) Testing Strategy

    i. The contractor shall adhere to OSFAP IV &V's lifecycles activities for build and test, integration test, acceptance test.

11) Independent Validation &Verification Compliance

    i. To ensure software quality assurance, the contractor shall adhere to FIPS, IEEE and OSFAP standards.

    ii. The Department utilizes an Independent Software Quality Contractor. The Contractor shall provide assistance to the Software Quality Assurance Contractor for the following activities:

        1. Anomaly and Proposed Change Evaluation

        2. Product Assessment Activities

        3. Independent Testing

        4. In Process Reviews

        5. Metric Analysis

        6. Monitor system Development and Test

            – Requirements Validation
            – Interface Analysis
            – Design and Evaluation
            – Test Evaluation
            – Traceability Analysis

        7. Periodic Audits

        8. Process Assessment Activities

        9. Risk Analysis

        10. Special Engineering Studies

        11. Verity Entry/Exit Criteria

    iii. The Contractor shall provide project plans, requirements documentation, testing materials, and other related materials to the Quality Assurance Contractor as requested. The Mandatory IV & V Tasks are shown in Exhibit 2-1 and the Optional IV & V Tasks are outlined in Exhibit 2-2.

12) Government Furnished Materials

    i. The VDC will provide all computing resources for development, testing and production requirements as presented through the IPT process.

ii. The VDC/FTS2001/WITS contractors will provide end-to-end connectivity to the contractor's site and the VDC. The WAN connection will need to be connected to the contractor's LAN.

iii. The prospective contractor must provide its own desktops and any supporting LAN hardware. The prospective contractor will provide its own desktop software and have direct connectivity to the Internet and will have electronic mail (E-mail) services of its own (not provided by OSFAP). OSFAP will not provide LAN servers or desktop computers as GFE.

iv. Only software that is approved for use through the IPT process for development, or testing is likely to be supplied as GFE, based upon the prospective contractor's recommendation.

v. Maximum use of existing OSFAP enterprise licenses is recommended. Normally, desktop software products are licensed on a "per seat" basis. If existing capacity is available, then these licenses may be used, on a case-by-case, product-by-product basis. If these products are not available, then they will not be provided as GFE.

13) System Documentation

   i. Documentation Requirements

      1. Documentation shall be prepared, reviewed, and accepted in accordance with the guidelines and standards set forth in ED's "Software Life Cycle Management and Documentation Manual."

      2. The contractor shall ensure that all draft and final documents are reviewed and signed by a technical editor and a management official prior to their submission to ED. If documentation is disapproved, the contractor shall correct the deficiencies, or present the deficiencies to the appropriate decision-making authority for resolution. All draft documentation reflecting revisions to existing documentation, and presented to ED for review, shall be annotated to clearly identify the changes. In addition, the contractor shall provide a CD-ROM version for all final documentation.

      3. All documentation shall be in consistent, approved formats, regardless of how many individual subcontractors or corporate entities may be involved in the effort. While ED will participate in the documentation effort by reviewing and approving each piece of documentation, the responsibility for maintaining documentation shall be the contractor's. If documentation errors are discovered at any time after ED approval, the contractor shall perform the necessary corrections, on a high-priority basis, at no additional cost to ED.

      4. The contractor shall properly label the contents of the hardcopy documentation using index tabs or external labels, as appropriate. The contractor shall insert documentation into three-ring binders, properly labeled before distribution. The contractor may not use its

name/address and logo on the binders or other covers of any documentation produced. However, the word "contractor" shall be used in the contents of the documentation if such a reference is needed.

5. After a complete set of documentation has been produced, the contractor shall update the documentation to reflect enhancements and maintenance activity and shall distribute the new versions as changes are made. The contractor shall also generate for ED an updated listing of all documentation. Information to be included on the listing are items such as document number and description. The contractor shall ensure that the updated listing clearly indicates which documents have been changed since the last update and describe the changes that have been made to those documents. Total replacement of the hardcopy documentation is not required. Section replacements are acceptable.

6. The contractor shall subject all documentation changes to configuration management procedures to ensure that changes are properly managed.

7. A complete set of the documentation required under this contract shall be maintained at both the contractor's central processing site and at ED.

ii. New System Documentation

1. Documentation for new subsystems, programs or procedures shall be distributed at the time the new items are implemented. Each document shall be reviewed, updated, and distributed semi-annually following its initial production in final form. The contractor shall provide these forms: CD-ROM; up to thirty sets of user manual's as hardcopy; two printed or hard copies except user manuals, in each of the three types of media.

2. The contractor shall develop and maintain a complete, accurate, and current set of system and user documentation. The contractor shall use an automated document control system (ADCS) to generate and update system documentation. The contractor shall ensure that the ADCS is a fully transportable system. The contractor shall have a change control procedure as an integral part of its ADCS, so that ED has current and comprehensive system documentation.

3. Documentation shall be available for ED-generated ad hoc print requests. This shall not, however, eliminate the requirement for automatic generation of hardcopy versions of newly accepted documentation, including flow charts, or for the presentation of hardcopy drafts for review by ED officials.

14) System Interfaces

i. The Contractor shall anticipate that it may be required to participate in three meetings per month to define any new interfaces that the

contractor is required to design and maintain for any of the following interfaces:

1. Common Origination and Disbursement (COD)

2. OSFAP Portals

3. OSFAP FMS

4. OSFAP EDCAPS

15) Quality Control / Quality Assurance

    i. In consultation with ED and after reviewing existing procedures, the contractor shall develop and implement a Quality Control Plan that describes quality control and quality assurance activities for the CB Systems. The quality control standards and procedures specified and developed under the deliverable shall become an integral part of this contract.

    ii. The Quality Control Plan shall describe in detail the procedures and methods used to ensure the integrity of records and to control the flow of data through the system.

- The Quality Control Plan shall consist of procedures, standards, and measures to assure that all specific requirements of the contract are fulfilled. The contractor shall develop and implement quality control procedures designed to assure the contractor and ED that: contract requirements are satisfactorily performed;
- Areas where additional efficiencies can be implemented are identified; and
- Problem areas requiring corrective actions are identified on a routine and immediate basis.

    iii. The contractor's quality control plan shall identify quality control measures or functions for major activities, such as:

- manual processing functions, including mail receipt, document control and paper retirement, correspondence and phone inquiries, etc.;
- data entry functions;
- compute functions, including formula calculations, and edits;
- output functions, including printing, edit verification, tentative allocation, final allocation, teacher cancellation payments, reallocation, closeout, and reports; and
- management functions including fiscal control and productivity.

    iv. The contractor shall develop measures and standards for each of these functions and all associated products that reflect actual system performance and which ensure a high standard of performance.

16) System Turnover

i. The contractor shall support all activities necessary for system turnover or program re-competition.

ii. The contractor shall prepare a detailed transition plan for the orderly transfer of the operation of the CB system to a new contractor including a comprehensive list of software, detailed data files, documentation, archived documents, and government furnished materials and/or equipment.

iii. The contractor shall deliver the transition plan, ready to implement, 180 days prior to the end of the contract.

iv. The contract shall support parallel processing with ED or the follow-on contractor, until system turnover and conversion is complete.

v. The contractor shall provide training and technical assistance to ED or the successor contractor to assure an orderly transfer of operational systems during the final 120 days of the contract.

vi. The contractor shall participate in status meetings, coordination meetings, reviews, and other meetings, as required to support the plan.

ED has described the High-Level functionality it desires in this section. However, the offeror shall not be constrained by these requirements if an alternative solution is available that meets the objectives of this procurement. In fact, ED encourages the offer to put forth any alternative solutions.

III.   Options 1 and 2

The contractor may also be required to perform two optional tasks related to on-going efforts in ED to modernize the delivery system for the Title IV student assistance programs.

IV.   Option 1: Development of Web Front-end

a)   Development Methodology

   1)   Life Cycle Methodology

      i.   Contractor shall provide system life cycle methodology for operation and maintenance of CB system. The methodology will include processes for support and maintenance activities. To the extent practical, the contractor shall utilize the OSFAP's Integrated Product Team (IPT) and a system development life-cycle.

      i.   Work Breakdown Structures

         1.   The contractor shall provide a work break-down structure for execution of the annual cycle of program activities.

      ii.   Workplan

         1.   The contractor shall provide a workplan that includes all critical tasks associated with execution of the annual cycle of program activities.

   2)   Application Requirements

      i.   The contractor shall provide technical support for all organizations requesting CB program's specifications and test cases. The support shall include response to specification questions from the beginning of the testing process and assistance with test case results.

      ii.   The contractor shall provide all requested technical support to the recipients of the Electronic Application Web-based, Mid-range, mini-computer software and specifications as an aspect of its customer service obligations under this contract. The technical support obligation shall encompass the comprehensive interpretation of the software and specifications, their application in specific hardware/software environments as well as an identical level of support for all Contractor-produced materials supporting or related to the software and specifications.

      iii.   The contractor shall provide a system that provides a customizable component that will allow the Institution to setup its parameters such as Funding Levels by School, Active Programs and Security Users & Groups.

      iv.   The contractor shall provide a system that protects against multiple panel access.

v.   The contractor shall provide a system that provides a communication component of the web site that allows for collaboration between Institutions along with providing the Campus Based Administration the ability to mass email Institutions.

vi.   Reporting component of the site shall that allows for both viewing standard reports along with the ability to develop ad-hoc reports. The reporting component shall contain at a minimum:

   – Historical View by Year for the Institution
   – Year over Year Comparison
   – Similar Institutions Report by population, school types, to that which show only aggregate totals

vii.   The contractor shall provide a system that provides the Department of Education staff with update access to award transaction history data.

viii.   The contractor shall provide a system that provides the Department of Education staff with ability to update FISAP data or add a new school. These updates, deletions, and additions shall result in real-time updates to the database

ix.   The contractor shall provide a system that provides the Department of Education staff with the ability to update, add, and delete school demographic data (name, address, identifiers). These updates, deletions, and additions shall result in real-time updates to the database.

x.   The contractor shall design a system that allows ED staff to view unprocessed award data for the school for which they are entering the award adjustment. These unprocessed award adjustments shall be stored separately from the processed award adjustments. These updates, deletions, and additions shall result in real-time updates to the database.

xi.   The contractor shall provide a system that allows for viewing of associated processed transactions for the same school, school year, and program of the unprocessed award adjustment in order to check for errors in the award adjustment.

xii.   The contractor shall provide a system that allows for submission of unprocessed transactions to a process that checks for the validity of award IDs.

xiii.   The contractor shall provide a system that displays accepted and rejected transactions and the reason for the rejections.

xiv.   The contractor shall provide a system that allows the reviewer to selectively submit the accepted transactions for processing.

xv.   The contractor shall provide a system that allows the GAPS file and award letters to be regenerated for a processed transaction batch.

xvi. The contractor shall provide a system that provides ED staff with the ability to view authorization amounts and available balances by project code and fiscal year both before and after allocations have been made to schools that have been placed on hold.

xvii. The contractor shall provide a system that provides Department of Education staff with ability to update and view base guarantees, LOE amounts, and cumulative Teacher Cancellation payments to institutions through on-line data entry screens.

xviii. The contractor shall provide a system that provides a view into the audit log of the database shall be provided. Updates, deletions, and insertions to FISAP data, demographic data, cumulative TC payments, and base guarantee data shall be viewed.

xix. The contractor shall provide a system that provides ED staff with on-line entry and viewing screens for updating and adding entries to the telephone log. The current telephone log consists of the Campus-Based serial number, date of call, phone number of school, school person contacted, reason of call, and Department of Education staff name that made the log entry.

xx. The contractor shall provide a system that provides the Department of Education staff with on-line viewing of FISAP edit errors.

xxi. The contractor shall provide a system that provides the Department of Education staff with the ability to suppress edits either globally or by individual schools.

xxii. The contractor shall provide a system that provides the Department of Education staff with the ability to run several simulations: tentative and final award, closeout award, teacher/service cancellation and reallocation.

xxiii. The contractor shall provide a system that provides the Department of Education staff with the ability to print locally or download files that are currently generated each year from the various simulations.

xxiv. The contractor shall provide a system that provides the Department of Education staff with the ability to enter parameters and upload LEAP figures by state for tentative and final allocation simulations and actual runs.

xxv. The contractor shall provide a system that provides the Department of Education staff with the ability to upload a PEPS eligibility flag by OPEID into the relation database for use in creating the hold file for final award allocations.

xxvi. The contractor shall provide a system that provides the Department of Education staff with the ability to generate edit reports and other quality control reports used to find possibly incorrect FISAP data submitted by schools each year. The reports shall also be accessible on-line as well as downloadable files.

xxvii. The contractor shall propose an architecture where the database shall interface a system that provides the same functionality as the current AUI system does. This is on-demand with a weekly frequency. The data transmitted will be less than 500 bytes in general.

xxviii. The FISAP system shall interface directly with the database. The frequency during peak times will be daily with small packets of data, in general less than 1,500 bytes. The volume is dependent on weather partial or incomplete saves are performed.

xxix. The contractor shall propose an architecture that provides an audit trail of database activity shall be kept with reporting capability for the Department of Education designated representatives. Typical database activity shall include updates, deletions, and insertions to FISAP data, demographic data, cumulative TC payments, and base guarantee data.

xxx. The contractor shall propose an architecture that shall continue to export data to all appropriate systems.

xxxi. The contractor shall propose a database architecture that allows in general common select access for reporting tools.

xxxii. The contractor shall propose a database architecture that allows application level access with the proper privileges.

xxxiii. The contractor shall propose a database architecture that provides a schema that not only supports the on-line applications, but will effectively support standard reporting, ad-hoc and On-line Analytical Processing (OLAP) analysis.

3) Architecture Requirements

i. The contractor shall propose an architecture which adheres to the Department of Education's standard architecture of web development.

ii. The contractor shall propose an architecture that supports for access of up to 12,000 concurrent sign-ons.

iii. The contractor shall propose an architecture that supports concurrent multiple user access for a single institution.

iv. The contractor shall propose an architecture that provides an interface with the Campus-Based relational database.

v. The contractor shall propose an architecture that provides a user interface compatible with screen reader software in common use at the time of development.

vi. The contractor shall propose an architecture that interfaces with the Campus-Based relational database.

vii. The contractor shall propose an architecture that interfaces with the OSFAP Portal requirements including single sign-on.

viii. The contractor shall propose an architecture that interfaces with both client and server systems using Internet protocols.

ix. The contractor shall perform sufficient investigation into the sites traffic and usage patterns needs to occur and confirmation that current hardware requirements and network capacity satisfies the site's needs.

x. The contractor shall propose an architecture to maximize server side processing to reduce the complexity and size of the site's pages.

xi. The contractor shall propose an architecture that limits the number of JavaScript edits for field and simple dependency edits. REVIEW TARET ARCH

xii. The contractor shall propose an architecture where the core application is written in a language that allows threading. REVIEW TARGET ARCH

xiii. The contractor shall propose an architecture where the relational database shall be used to store partial data entered by a user to reduce the amount of data being held and also allows for improved disaster/recovery.

xiv. The contractor shall ensure that ample time is considered for load testing. This is a critical component of the testing process that helps to ensure customers of optimal performance and scalability.

xv. The contractor shall propose an architecture where the Database Connection Pooling shall be considered in the design of this site.

xvi. The contractor shall propose an architecture where validation shall be a component of the web site that allows for easy access and maintenance. It is the desire of the Department of Education that only one set of edits is maintained and that all systems that require the validation routines to be exercised could access the component.

xvii. The contractor shall provide a system that provides the ability to process Servicer's data for the Institutions they represent.

xviii. The offer will provide a system that will perform the standard validation routines on data submitted by Servicer's prior to incorporation into the CB database.

xix. The contractor shall propose an architecture where components will contain complete administration functionality for Management (Register for PIN, Change PIN, Reset PIN), Authentication (Login Validation & Authorization assignment) and Privilege Administration (Management of Individual and Group Level Privileges).

xx. The contractor shall provide a detailed proposal on options to update the above systems to integrate with a relational database while ensuring performance is maintained or enhanced.

xxi. The contractor shall propose an architecture where the database shall interface a system that provides the same functionality as the current AUI system does. This is on-demand with a weekly frequency. The data transmitted will be less than 500 bytes in general.

xxii. The FISAP system shall interface directly with the database.

xxiii. The contractor shall propose an architecture that provides an audit trail of database activity and that contractor shall report this information to ED's designated representative.

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xxvii. The contractor shall propose a database architecture that allows application level access with the proper privileges.

xxviii. The contractor shall propose a database architecture that provides a schema that not only supports the on-line applications, but also effectively supports standard reporting, ad-hoc and On-line Analytical Processing (OLAP) analysis. REVIEW TARGET ARCH.

4) Service Level Agreement

i. The contractor shall provide a service level agreement that meets all of the standards detailed elsewhere in this report and fully supports the OSFAP modernization effort and its standards:

– Improved customer service
– Improved employee satisfaction
– Reduced costs

5) Production Readiness Reviews

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1. The contractor shall adhere to the ED CIO's production readiness methodology with regard to:

– Software modifications
– Process modifications
– Hardware migrations or changes
– The contractor shall perform Production Readiness Reviews for other changes when deemed necessary by ED.

6) Customer Service Support

    i.   ED

        1.   The contractor shall make its staff available to ED staff 9 hours daily (8:30 a.m.-5:30 p.m. ET). In addition, contractor staff shall be available until 8:00 p.m. EST on 10 days per year, given 24 hours notice by ED.

        2.   The contractor's project managers shall attend monthly performance review meetings with ED. In addition to these monthly performance review meetings, the contractor shall make its key management staff available for up to 10 additional meetings with ED staff, given 24 hours notice.

        3.   The contractor must also train up to 30 ED staff on its system. To this end, the contractor shall propose easy and complete hands-on training for ED staff; conduct such training only after needs analysis; coordinate its training with other OOSFAP training initiatives; and coordinate any training it may provide at conference exhibits with ED staff.

    ii.   Schools

        1.   The contractor shall operate a Customer Service Center for schools and other institutional participants that provides them current program and technical information via a no-fee toll-free telephone information center. The contractor's staff shall respond to inquiries from staff at post-secondary institutions and organizations, including the Congress.

        2.   Toll Free Number Standards

- 95% of all calls answered within 30 seconds.
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calls you receive would be routed to you automatically through that primary number.

3. The contractor shall coordinate its Customer Service Center with IFAP and ED staff to ensure accurate and consistent responses, particularly for all hand-offs.

4. The staff of the Customer Service Center shall identify peers at IFAP and ED to work with them to assure consistency and accuracy in answers provided; they also shall demonstrate knowledge of other media through which ED keeps its customers informed.

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   – by December 15 – Edit corrections due to ED
   – by February 1 – Tentative awards distributed to schools
   – by April 1 – Final award distributed to schools

   Additional activities and milestones needed to achieve compliance with the Master Calendar shall also be incorporated into the schedule on an annual basis.

iii. Conferences/Booths

1. The contractor shall provide support for program exhibits at a maximum of 20 regional and national conferences.

2. The contractor shall develop exhibits and materials that meet professional standards, customer needs, and ED requirements.

7) General Guidelines Compliance

   i. In performing the tasks required under this contract, the contractor shall adhere to the following resources for the appropriate guidelines. ED shall retain the discretion for deviation from these guidelines and shall approve any such deviation as deemed appropriate. The general guideline resources are:

      1. Technical

         – Fiscal Operations Report for 1999-2000 & Application to Participate for 2001-2002 (FISAP) (cb00-10a.pdf, OMB 1845-0030)
         – FISAP – Record Layouts (0102log.900.doc)
         – FISAP – Setup (0102log.901.doc)
         – FISAP – Tools (0102log.902.doc)
         – FISAP – Entry (0102log.903.doc)
         – FISAP – Process (Validation) (0102log.904.doc)
         – FISAP – Import (0102log.905.doc)
         – FISAP – Export (0102log.906.doc)
         – FISAP – Print (0102log.907.doc)
         – Program Finance Requirements (Universal Automation Labs, 11/12/1997)
         – SFA WEB Graphical User Interface Guidelines, v1.6 - Draft (June 20, 2000)
         – Automated User Interface (AUI) System Program Maintenance Manual
         – CB-Windows Program Maintenance Manual
         – PC Subsystems Program Maintenance Manual
         – CBP Program Maintenance Manual
         – Allocate campus-based funds
         – OSFAP's Integrated Product Team Methodology
         – OSFAP's Technology and Policy Standards Guide
         – ED Production Readiness Review Process

      2. Security

         – The Computer Security Act of 1987
         – The Privacy Act of 1974, (5 U.S.C. 522a, as amended)
         – The Information Technology Management Reform Act of 1996 (40 U.S.C. Chapter 25) Executive Order 13011
         – OMB Circular A-130, Appendix III
         – OMB Memorandum M-00-07 (Incorporating and Funding Security in Information Systems Investments) [February 28, 2000]
         – Federal CIO Council Information Security Maturity Framework v2 (draft) [December 8, 1999]

- NIST Security Planning Guide 800-18 - Guide for Developing Security Plans for Information Technology Systems [December 1998]
- Information Technology Security Policy of the U.S. Department of education [1999]
- U.S. Department of education Certification & Accreditation Plan [September 30, 1999]
- U.S. Department of education Information Technology Continuity of Operations Planning (COOP) Program Guidance [November 5, 1999]
- U.S. Department of education Risk Management Program Guide (DRAFT) [August 27, 1999]
- U. S. Department of education Incident Handling Program Guide [February 2000]
- U. S. Department of education Information Technology (IT) Security Awareness and Training Program [October 1999]
- Office of Student Financial Assistance Guide to Information Security and Privacy (DRAFT) [September 2000]

3. Accessibility

- Workforce Investment Act of 1998 Section 508, Electronic and Information Technology
- Web Content Accessibility Guidelines 1.0 (W3C Recommendation 5-May-1999)
- Requirements for Accessible Software Design Version 1.2 (Office of the Chief Information Officer, US Department of education)
- Proposed Electronic and Information Technology Accessibility Standards (36 CFR Part 1194)
- Accessible Web Design Guidelines (Microsoft, http://www.microsoft.com/enable/dev/web/)
- Making Your Web Site Accessible to the Blind (Curtis Chong, Director of Technology, National Federation of the Blind)

8) Configuration Management Procedures

i. The contractor shall control the implementation of new or modified software through effective Configuration Management procedures.

ii. The contractor shall attend status meetings, configuration control meetings, and technical meetings, as required to support effective CB system operations, maintenance, or enhancement.

9) Target Architecture Compliance

i. The Contractor shall adhere to the General Guidelines for any new component or system development. In addition, enhancements to the CB system should comply with OSFAP standards as stated in the Technology and Policy Standards Guide.

10) Testing Strategy

i. The contractor shall adhere to OSFAP IV &V's lifecycles activities for build and test, integration test, acceptance test.

11) Independent Validation &Verification Compliance

i. To ensure software quality assurance, the contractor shall adhere to FIPS, IEEE and OSFAP standards.

ii. The Department utilizes an Independent Software Quality Contractor. The Contractor shall provide assistance to the Software Quality Assurance Contractor for the following activities:

1. Anomaly and Proposed Change Evaluation

2. Product Assessment Activities

3. Independent Testing

4. In Process Reviews

5. Metric Analysis

6. Monitor system Development and Test

   – Requirements Validation
   – Interface Analysis
   – Design and Evaluation
   – Test Evaluation
   – Traceability Analysis

7. Periodic Audits

8. Process Assessment Activities

9. Risk Analysis

10. Special Engineering Studies

11. Verity Entry/Exit Criteria

iii. The Contractor shall provide project plans, requirements documentation, testing materials, and other related materials to the Quality Assurance Contractor as requested. The Mandatory IV & V Tasks are shown in Exhibit 2-1 and the Optional IV & V Tasks are outlined in Exhibit 2-2.

12) Government Furnished Materials

i. The VDC will provide all computing resources for development, testing and production requirements as presented through the IPT process.

ii. The VDC/FTS2001/WITS contractors will provide end-to-end connectivity to the contractor's site and the VDC. The WAN connection will need to be connected to the contractor's LAN.

iii. The prospective contractor must provide its own desktops and any supporting LAN hardware. The prospective contractor will provide its own desktop software and have direct connectivity to the Internet and will have electronic mail (E-mail) services of its own (not provided by OSFAP). OSFAP will not provide LAN servers or desktop computers as GFE.

iv. Only software that is approved for use through the IPT process for development, or testing is likely to be supplied as GFE, based upon the prospective contractor's recommendation.

v. Maximum use of existing OSFAP enterprise licenses is recommended. Normally, desktop software products are licensed on a "per seat" basis. If existing capacity is available, then these licenses may be used, on a case-by- case, product-by-product basis. If these products are not available, then they will not be provided as GFE.

13) System Documentation

i. Documentation Requirements

1. Documentation shall be prepared, reviewed, and accepted in accordance with the guidelines and standards set forth in ED's "Software Life Cycle Management and Documentation Manual."

2. The contractor shall ensure that all draft and final documents are reviewed and signed by a technical editor and a management official prior to their submission to ED. If documentation is disapproved, the contractor shall correct the deficiencies, or present the deficiencies to the appropriate decision-making authority for resolution. All draft documentation reflecting revisions to existing documentation, and presented to ED for review, shall be annotated to clearly identify the changes. In addition, the contractor shall provide a CD-ROM version for all final documentation.

3. All documentation shall be in consistent, approved formats, regardless of how many individual subcontractors or corporate entities may be involved in the effort. While ED will participate in the documentation effort by reviewing and approving each piece of documentation, the responsibility for maintaining documentation shall be the contractor's. If documentation errors are discovered at any time after ED approval, the contractor shall perform the necessary corrections, on a high-priority basis, at no additional cost to ED.

4. The contractor shall properly label the contents of the hardcopy documentation using index tabs or external labels, as appropriate. The contractor shall insert documentation into three-ring binders, properly labeled before distribution. The contractor may not use its name/address and logo on the binders or other covers of any documentation produced. However, the word "contractor" shall be used in the contents of the documentation if such a reference is needed.

5. After a complete set of documentation has been produced, the contractor shall update the documentation to reflect enhancements and maintenance activity and shall distribute the new versions as changes are made. The contractor shall also generate for ED an updated listing of all documentation. Information to be included on the listing are items such as document number and description. The contractor shall ensure that the updated listing clearly indicates which documents have been changed since the last update and describe the changes that have been made to those documents. Total replacement of the hardcopy documentation is not required. Section replacements are acceptable.

6. The contractor shall subject all documentation changes to configuration management procedures to ensure that changes are properly managed.

7. A complete set of the documentation required under this contract shall be maintained at both the contractor's central processing site and at ED.

ii. New System Documentation

1. Documentation for new subsystems, programs or procedures shall be distributed at the time the new items are implemented. Each document shall be reviewed, updated, and distributed semi-annually following its initial production in final form. The contractor shall provide these forms: CD-ROM; up to thirty sets of user manual's as hardcopy; two printed or hard copies except user manuals, in each of the three types of media.

2. The contractor shall develop and maintain a complete, accurate, and current set of system and user documentation. The contractor shall use an automated document control system (ADCS) to generate and update system documentation. The contractor shall ensure that the ADCS is a fully transportable system. The contractor shall have a change control procedure as an integral part of its ADCS, so that ED has current and comprehensive system documentation.

3. Documentation shall be available for ED-generated ad hoc print requests. This shall not, however, eliminate the requirement for automatic generation of hardcopy versions of newly accepted documentation, including flow charts, or for the presentation of hardcopy drafts for review by ED officials.

14) System Interfaces

i. The Contractor shall anticipate that it may be required to participate in three meetings per month to define any new interfaces that the contractor is required to design and maintain for any of the following interfaces:

– Common Origination and Disbursement (COD)
– OSFAP Portals

- OSFAP FMS
- OSFAP EDCAPS

15) Quality Control / Quality Assurance

    i. In consultation with ED and after reviewing existing procedures, the contractor shall develop and implement a Quality Control Plan that describes quality control and quality assurance activities for the CB Systems. The quality control standards and procedures specified and developed under the deliverable shall become an integral part of this contract.

    ii. The Quality Control Plan shall describe in detail the procedures and methods used to ensure the integrity of records and to control the flow of data through the system.

    iii. The quality control plan shall consist of procedures, standards, and measures to assure that all specific requirements of the contract are fulfilled. The contractor shall develop and implement quality control procedures designed to assure the contractor and ED that:

- contract requirements are satisfactorily performed;
- areas where additional efficiencies can be implemented are identified; and
- problem areas requiring corrective actions are identified on a routine and immediate basis.

    iv. The contractor's quality control plan shall identify quality control measures or functions for major activities, such as:

- manual processing functions, including mail receipt, document control and paper retirement, correspondence and phone inquiries, etc.;
- data entry functions;
- compute functions, including formula calculations, and edits;
- output functions, including printing, edit verification, tentative allocation, final allocation, teacher cancellation payments, reallocation, closeout, and reports; and
- management functions including fiscal control and productivity.

    v. The contractor shall develop measures and standards for each of these functions and all associated products that reflect actual system performance and which ensure a high standard of performance.

16) System Turnover

    i. The contractor shall support all activities necessary for system turnover or program re-competition.

    ii. The contractor shall prepare a detailed transition plan for the orderly transfer of the operation of the CB system to a new contractor including a comprehensive list of software, detailed data files, documentation,

archived documents, and government furnished materials and/or equipment.

iii. The contractor shall deliver the transition plan, ready to implement, 180 days prior to the end of the contract.

iv. The contract shall support parallel processing with ED or the follow-on contractor, until system turnover and conversion is complete.

v. The contractor shall provide training and technical assistance to ED or the successor contractor to assure an orderly transfer of operational systems during the final 120 days of the contract.

vi. The contractor shall participate in status meetings, coordination meetings, reviews, and other meetings, as required to support the plan.

ED has described the High-Level functionality it desires in this section. However, the offeror shall not be constrained by these requirements if an alternative solution is available that meets the objectives of this procurement. In fact, ED encourages the offer to put forth any alternative solutions.

V. Option 2: Conversion to Relational Database

a) Development Methodology

    1) Life Cycle Methodology

        i. Contractor shall provide system life cycle methodology for operation and maintenance of CB system. The methodology will include processes for support and maintenance activities. To the extent practical, the contractor shall utilize the OSFAP's Integrated Product Team (IPT) and a system development life-cycle.

        ii. Work Breakdown Structures

            1. The contractor shall provide a work break-down structure for execution of the annual cycle of program activities.

        iii. Workplan

            1. The contractor shall provide a workplan that includes all critical tasks associated with execution of the annual cycle of program activities.

    2) Application Requirements

        i. The contractor shall provide a system that provides a customizable component that will allow the Institution to setup its parameters such as, Funding Levels by School, Active Programs and Security Users & Groups.

        ii. The contractor shall provide a system that protects against multiple panel access.

        iii. The contractor shall provide a system that provides a communication component of the web site that allows for collaboration between Institutions along with providing the Campus Based Administration the ability to mass email Institutions.

        iv. Reporting component of the site will allow for both viewing standard reports along with the ability to develop ad-hoc reports. The reporting component shall contain at a minimum:

- Historical View by Year for the Institution
- Year over Year Comparison
- Similar Institutions Report by population, school types, (this would show only aggregate totals)

        v. The contractor shall provide a system that provides the Department of Education staff with update access to award transaction history data.

        vi. The contractor shall provide a system that provides the Department of Education staff with ability to update FISAP data or add a new school. These updates, deletions, and additions shall result in real-time updates to the database

vii.   The contractor shall provide a system that provides the Department of Education staff with the ability to update, add, and delete school demographic data (name, address, identifiers). These updates, deletions, and additions shall result in real-time updates to the database.

viii.   The contractor shall provide a system that provides the Department of Education with the ability to enter award adjustments on-line as they view processed award data for the school they are entering the award adjustment. These unprocessed award adjustments shall be stored separately from the processed award adjustments. These updates, deletions, and additions shall result in real-time updates to the database.

ix.   The contractor shall provide a system that allows for viewing of associated processed transactions for the same school, school year, and program of the unprocessed award adjustment in order to check for errors in the award adjustment.

x.   The contractor shall provide a system that allows for submission of unprocessed transactions to a process that checks for award id validity and funding availability.

xi.   The contractor shall provide a system that displays accepted and rejected transactions and the reason for the rejections.

xii.   The contractor shall provide a system that allows the reviewer to selectively submit the accepted transactions for processing.

xiii.   The contractor shall provide a system that allows the GAPS file and award letters to be regenerated for a processed transaction batch.

xiv.   The contractor shall provide a system that provides the Department of Education staff with the ability to view authorization amounts and available balances by project code and fiscal year both before and after hold schools are taken into account. The results shall be displayed using real time data within the relation database at the time this data request is submitted.

xv.   The contractor shall provide a system that provides Department of Education staff with ability to update and view base guarantees, LOE amounts, and cumulative Teacher Cancellation payments to institutions through on-line data entry screens.

xvi.   The contractor shall provide a system that provides a view into the audit log of the database shall be provided. Updates, deletions, and insertions to FISAP data, demographic data, cumulative TC payments, and base guarantee data shall be viewed.

xvii.   The contractor shall provide a system that provides the Department of Education staff with on-line entry and viewing screens for updating and adding entries to the telephone log. The current telephone log consists of the Campus-Based serial number, date of call, phone number of school, school person contacted, reason of call, and Department of Education staff name that made the log entry.

xviii. The contractor shall provide a system that provides the Department of Education staff with on-line viewing of FISAP edit errors.

xix. The contractor shall provide a system that provides the Department of Education staff with the ability to suppress edits either globally or by individual schools.

xx. The contractor shall provide a system that provides the Department of Education staff with the ability to run several simulations: tentative and final award, closeout award, teacher/service cancellation and reallocation.

xxi. The contractor shall provide a system that provides the Department of Education staff with the ability to print locally or download files that are currently generated each year from the various simulations.

xxii. The contractor shall provide a system that provides the Department of Education staff with the ability to enter parameters and upload LEAP figures by state for tentative and final allocation simulations and actual runs.

xxiii. The contractor shall provide a system that provides the Department of Education staff with the ability to upload a PEPS eligibility flag by OPEID into the relation database for use in creating the hold file for final award allocations.

xxiv. The contractor shall provide a system that provides the Department of Education staff with the ability to generate edit reports and other quality control reports used to find possibly incorrect FISAP data submitted by schools each year. The reports shall also be accessible on-line as well as downloadable files.

xxv. The contractor shall provide a detailed proposal on options to update the above systems to integrate with a relational database while ensuring performance is maintained or enhanced.

xxvi. The contractor shall propose an architecture where the database shall interface a system that provides the same functionality as the current AUI system does. This is on-demand with a weekly frequency. The data transmitted will be less than 500 bytes in general.

xxvii. The FISAP system shall interface directly with the database. The frequency during peak times will be daily with small packets of data, in general less than 1,500 bytes. The volume is dependent on weather partial or incomplete saves are performed.

xxviii. The contractor shall propose an architecture that provides an audit trail of database activity shall be kept with reporting capability for the Department of Education designated representatives. Typical database activity shall include updates, deletions, and insertions to FISAP data, demographic data, cumulative TC payments, and base guarantee data.

xxix. The contractor shall propose an architecture that shall continue to export data to all appropriate systems.

3) Architecture Requirements

i. The contractor shall propose an architecture that adheres to the Department of Education's standard architecture for web development.

ii. The contractor shall propose an architecture that supports for access of up to 6000 concurrent sign-on.

iii. The contractor shall propose an architecture that supports concurrent multiple user access for a single institution.

iv. The contractor shall propose an architecture which provides a user interface compatibility with web client software versions in common use at the time of development (e.g., Netscape Navigator 4.x, Microsoft Internet Explorer 4.01+, AOL 4+).

v. The contractor shall propose an architecture that provides an interface with the Campus-Based relational database.

vi. The contractor shall propose an architecture that provides an interface with the OSFAP Portal requirements including single sign-on.

vii. The contractor shall propose an architecture which provides a user interface compatible with display resolutions in common use at the time of development (e.g., 800x600).

viii. The contractor shall propose an architecture that provides a user interface compatible with screen reader software in common use at the time of development.

ix. The contractor shall propose an architecture that interfaces with the Campus-Based relational database.

x. The contractor shall propose an architecture that interfaces with the OSFAP Portal requirements including single sign-on.

xi. The contractor shall propose an architecture that interfaces with both client and server systems using Internet protocols.

xii. The contractor shall propose an architecture that interfaces with clients using HTTP 1.0.

xiii. If required, the system shall provide secure client access using SSL 2.0.

xiv. The contractor shall propose an architecture that interfaces with database servers using the ANSI SQL92 query syntax.

xv. The contractor shall perform sufficient investigation into the sites traffic and usage patterns needs to occur and confirmation that current hardware requirements and network capacity satisfies the sites needs.

xvi. The contractor shall propose an architecture to maximize server side processing to reduce the complexity and size of the site's pages.

xvii. The contractor shall propose an architecture that limits the number of JavaScript edits for field and simple dependency edits.

xviii. The contractor shall propose an architecture where the core application is written in a language that allows threading.

xix. The contractor shall propose an architecture where the relational database shall be used to store partial data entered by a user to reduce the amount of data being held and also allows for improved disaster/recovery.

xx. The contractor shall ensure that ample time is considered for load testing. This is a critical component of the testing process that helps to ensure customers of optimal performance and scalability.

xxi. The contractor shall propose an architecture where the Database Connection Pooling shall be considered in the design of this site.

xxii. The contractor shall propose an architecture where validation shall be a component of the web site that allows for easy access and maintenance. It is the desire of the Department of Education that only one set of edits is maintained and that all systems that require the validation routines to be exercised could access the component.

xxiii. The contractor shall propose an architecture that performs "Authentication" (UserID/Password validation) and "Authorization" (individual and group level privileges) using a common encryption algorithm on volatile database information.

xxiv. The contractor shall propose an architecture that allows for integration with the OSFAP Portal single login component.

xxv. The contractor shall provide a system that provides the ability to process Servicer's data for the Institutions they represent.

xxvi. The offer will provide a system that will perform the standard validation routines on data submitted by Servicer's prior to incorporation into the CB database.

xxvii. The contractor shall propose an architecture where components will contain complete administration functionality for Management (Register for PIN, Change PIN, Reset PIN), Authentication (Login Validation & Authorization assignment) and Privilege Administration (Management of Individual and Group Level Privileges).

xxviii. The contractor shall provide a detailed proposal on options to update the above systems to integrate with a relational database while ensuring performance is maintained or enhanced.

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    – by October 1 – FISAP submission due to ED
    – by November 15 – Edits transmitted to schools
    – by December 15 – Edit corrections due to ED
    – by February 1 – Tentative awards distributed to schools
    – by April 1 – Final award distributed to schools

Additional activities and milestones needed to achieve compliance with the Master Calendar shall also be incorporated into the schedule on an annual basis.

    iii.   Conferences/Booths

        1.   The contractor shall provide support for program exhibits at a maximum of 20 regional and national conferences.

        2.   The contractor shall develop exhibits and materials that meet professional standards, customer needs, and ED requirements.

7)   General Guidelines Compliance

    i.   General Guidelines

In performing the tasks required under this contract, the contractor shall adhere to the following resources for the appropriate guidelines. ED shall retain the discretion for deviation from these guidelines and shall approve any such deviation as deemed appropriate. The general guideline resources are:

    1.   Technical

- Fiscal Operations Report for 1999-2000 & Application to Participate for 2001-2002 (FISAP) (cb00-10a.pdf, OMB 1845-0030)
- FISAP – Record Layouts (0102log.900.doc)
- FISAP – Setup (0102log.901.doc)
- FISAP – Tools (0102log.902.doc)
- FISAP – Entry (0102log.903.doc)
- FISAP – Process (Validation) (0102log.904.doc)
- FISAP – Import (0102log.905.doc)
- FISAP – Export (0102log.906.doc)
- FISAP – Print (0102log.907.doc)
- Program Finance Requirements (Universal Automation Labs, 11/12/1997)
- SFA WEB Graphical User Interface Guidelines, v1.6 - Draft (June 20, 2000)
- Automated User Interface (AUI) System Program Maintenance Manual
- CB-Windows Program Maintenance Manual
- PC Subsystems Program Maintenance Manual
- CBP Program Maintenance Manual
- Allocate campus-based funds
- OSFAP's Integrated Product Team Methodology
- OSFAP's Technology and Policy Standards Guide
- ED Production Readiness Review Process

    2.   Security

- The Computer Security Act of 1987
- The Privacy Act of 1974, (5 U.S.C. 522a, as amended)

- The Information Technology Management Reform Act of 1996 (40 U.S.C. Chapter 25) Executive Order 13011
- OMB Circular A-130, Appendix III
- OMB Memorandum M-00-07 (Incorporating and Funding Security in Information Systems Investments) [February 28, 2000]
- Federal CIO Council Information Security Maturity Framework v2 (draft) [December 8, 1999]
- NIST Security Planning Guide 800-18 - Guide for Developing Security Plans for Information Technology Systems [December 1998]
- Information Technology Security Policy of the U.S. Department of education [1999]
- U.S. Department of education Certification & Accreditation Plan [September 30, 1999]
- U.S. Department of education Information Technology Continuity of Operations Planning (COOP) Program Guidance [November 5, 1999]
- U.S. Department of education Risk Management Program Guide (DRAFT) [August 27, 1999]
- U. S. Department of education Incident Handling Program Guide [February 2000]
- U. S. Department of education Information Technology (IT) Security Awareness and Training Program [October 1999]
- Office of Student Financial Assistance Guide to Information Security and Privacy (DRAFT) September 2000]

3. Accessibility

- Workforce Investment Act of 1998 Section 508, Electronic and Information Technology
- Web Content Accessibility Guidelines 1.0 (W3C Recommendation 5-May-1999)
- Requirements for Accessible Software Design Version 1.2 (Office of the Chief Information Officer, US Department of education)
- Proposed Electronic and Information Technology Accessibility Standards (36 CFR Part 1194)
- Accessible Web Design Guidelines (Microsoft, http://www.microsoft.com/enable/dev/web/)
- Making Your Web Site Accessible to the Blind (Curtis Chong, Director of Technology, National Federation of the Blind)

8) Configuration Management Procedures

i. The contractor shall control the implementation of new or modifies software through effective Configuration Management procedures.

ii. The contractor shall attend status meetings, configuration control meetings, and technical meetings, as required to support effective CB SYSTEM operations, maintenance, or enhancement.

9) Target Architecture Compliance

i. The Contractor shall adhere to the Technology and Policy Standards for any new component or system development. In addition, enhancements to the Campus-based System should comply with OSFAP standards as stated in the Technology and Policy Standards Guide.

10) Testing Strategy

i. The contractor shall adhere to OSFAP IV &V's lifecycles activities for build and test, integration test, acceptance test.

11) Independent Validation &Verification Compliance

i. To ensure software quality assurance, the contractor shall adhere to FIPS, IEEE and OSFAP standards.

ii. The Department utilizes an Independent Software Quality Contractor. The Contractor shall provide assistance to the Software Quality Assurance Contractor for the following activities:

1. Anomaly and Proposed Change Evaluation

2. Product Assessment Activities

3. Independent Testing

4. In Process Reviews

5. Metric Analysis

6. Monitor system Development and Test

   – Requirements Validation
   – Interface Analysis
   – Design and Evaluation
   – Test Evaluation
   – Traceability Analysis

7. Periodic Audits

8. Process Assessment Activities

9. Risk Analysis

10. Special Engineering Studies

11. Verity Entry/Exit Criteria

iii. The Contractor shall provide project plans, requirements documentation, testing materials, and other related materials to the Quality Assurance Contractor as requested. The Mandatory IV & V Tasks are shown in Exhibit 2-1 and the Optional IV & V Tasks are outlined in Exhibit 2-2.

12) Government Furnished Materials

    i.   The VDC will provide all computing resources for development, testing and production requirements as presented through the IPT process.

    ii.   The VDC/FTS2001/WITS contractors will provide end-to-end connectivity to the contractor's site and the VDC. The WAN connection will need to be connected to the contractor's LAN.

    iii.   The prospective contractor must provide its own desktops and any supporting LAN hardware. The prospective contractor will provide its own desktop software and have direct connectivity to the Internet and will have electronic mail (E-mail) services of its own (not provided by OSFAP). OSFAP will not provide LAN servers or desktop computers as GFE.

    iv.   Only software that is approved for use through the IPT process for development, or testing is likely to be supplied as GFE, based upon the prospective contractor's recommendation.

    v.   v. Maximum use of existing OSFAP enterprise licenses is recommended. Normally, desktop software products are licensed on a "per seat" basis. If existing capacity is available, then these licenses may be used, on a case-by- case, product-by-product basis. If these products are not available, then they will not be provided as GFE.

13) System Documentation

    i.   Documentation Requirements

        1.   Documentation shall be prepared, reviewed, and accepted in accordance with the guidelines and standards set forth in ED's "Software Life Cycle Management and Documentation Manual."

        2.   The contractor shall ensure that all draft and final documents are reviewed and signed by a technical editor and a management official prior to their submission to ED. If documentation is disapproved, the contractor shall correct the deficiencies, or present the deficiencies to the appropriate decision-making authority for resolution. All draft documentation reflecting revisions to existing documentation, and presented to ED for review, shall be annotated to clearly identify the changes. In addition, the contractor shall provide a CD-ROM version for all final documentation.

        3.   All documentation shall be in consistent, approved formats, regardless of how many individual subcontractors or corporate entities may be involved in the effort. While ED will participate in the documentation effort by reviewing and approving each piece of documentation, the responsibility for maintaining documentation shall be the contractor's. If documentation errors are discovered at any time after ED approval, the contractor shall perform the necessary corrections, on a high-priority basis, at no additional cost to ED.

4. The contractor shall properly label the contents of the hardcopy documentation using index tabs or external labels, as appropriate. The contractor shall insert documentation into three-ring binders, properly labeled before distribution. The contractor may not use its name/address and logo on the binders or other covers of any documentation produced. However, the word "contractor" shall be used in the contents of the documentation if such a reference is needed.

5. After a complete set of documentation has been produced, the contractor shall update the documentation to reflect enhancements and maintenance activity and shall distribute the new versions as changes are made. The contractor shall also generate for ED an updated listing of all documentation. Information to be included on the listing are items such as document number and description. The contractor shall ensure that the updated listing clearly indicates which documents have been changed since the last update and describe the changes that have been made to those documents. Total replacement of the hardcopy documentation is not required. Section replacements are acceptable.

6. The contractor shall subject all documentation changes to configuration management procedures to ensure that changes are properly managed.

7. A complete set of the documentation required under this contract shall be maintained at both the contractor's central processing site and at ED.

ii. New System Documentation

1. Documentation for new subsystems, programs or procedures shall be distributed at the time the new items are implemented. Each document shall be reviewed, updated, and distributed semi-annually following its initial production in final form. The contractor shall provide these forms: CD-ROM; up to thirty sets of user manual's as hardcopy; two printed or hard copies except user manuals, in each of the three types of media.

2. The contractor shall develop and maintain a complete, accurate, and current set of system and user documentation. The contractor shall use an automated document control system (ADCS) to generate and update system documentation. The contractor shall ensure that the ADCS is a fully transportable system. The contractor shall have a change control procedure as an integral part of its ADCS, so that ED has current and comprehensive system documentation.

3. Documentation shall be available for ED-generated ad hoc print requests. This shall not, however, eliminate the requirement for automatic generation of hardcopy versions of newly accepted documentation, including flow charts, or for the presentation of hardcopy drafts for review by ED officials

14) System Interfaces

    i.   The Contractor shall anticipate that it may be required to participate in three meetings per month to define any new interfaces that the contractor is required to design and maintain for any of the following interfaces:

- – 1. Common Origination and Disbursement (COD)
- – 2. OSFAP Portals
- – 3. OSFAP FMS
- – 4. OSFAP EDCAPS

15) Data Conversion

    i.   The contractor shall propose an approach to for archiving the necessary data.

    ii.   The contractor shall propose an approach where the award ID used for the last four digits of the award document number shall be assigned each year independently of the Campus-Based serial number. Values for the award ID for each participating Campus-Based school shall be assigned using some algorithm and stored each year before final awards are run. In conjunction all current award data in the Campus-Based system shall be converted to separate the award ID from the serial number.

    iii.   The contractor shall propose an approach where each award ID shall have a serial number and school year associated with it.

    iv.   The contractor shall propose an approach where the Common Accounting Numbers (CANS) shall not be migrated to the relation database. All programs using CANS shall be converted to use project codes and fiscal years.

    v.   The contractor shall propose an approach where all authorization data shall be converted to contain their corresponding project code, fiscal year, appropriation code, object class, organization code, authorization amount, and description.

    vi.   The contractor shall propose an approach where all award data shall be converted to the format GAPS uses to store award data.

    vii.   The contractor shall propose an approach where each award shall have associated with it a serial number, document prefix, document year, award ID, school year, project code, fiscal year, amount, effective date, award type code, user id, and reason for award. All new awards shall be stored in this format. Award amounts shall be stored as positive and negative numbers.

    viii. The contractor shall propose an approach where EINs shall not be stored in the relation database or used in any program.

ix.   The contractor shall propose an approach where all year data shall be stored and displayed as 4 digits. Designations such as FYL, FYM, etc. for each application year shall be replaced with the appropriate four-digit school year or application year designation.

x.   The contractor shall propose an approach where the current telephone log contained in a MS Access database shall be migrated into the relational database.

xi.   The contractor shall propose an approach where Department of Education staff shall have access to the relational database 24 hours a day, seven days a week. Availability shall be at least 97%, with the exception of scheduled maintenance.

xii.   The contractor shall propose an approach where all funding, award, and expenditure data, as well as any other currency data shall be stored with both dollars and cents.

xiii.   The contractor shall propose an approach where all current currency data in the Campus-Based system shall be converted and all future currency data shall be stored with dollars and cents.

xiv.   As part of the migration particular key data elements shall be available to Department of Education staff either through their interface to the relational database or through ad-hoc queries to the relational database. Samples of the key elements are:

1. 5 years of FISAP data starting with the current year shall be available for viewing through the user interface. As FISAP data becomes more than 5 years old, the data shall be archived and be available through ad-hoc queries. Electronic FISAP data contained in the current Campus-Based system that is 6 years or older (FYA through FYH and before) shall be archived in the relation database at conversion and be available by ad-hoc queries.

2. Accounting transaction history records from 1985 through the present shall be available for viewing through the user interface. Accounting transactions before 1985 shall be archived and be available through ad-hoc queries

3. Accounting transactions that become over 25 years old shall be archived.

4. Tracking dates for two years shall be viewable through the user interface. Tracking dates older than 2 years shall be archived.

5. Tentative and Final award worksheets for 5 application years shall be viewable through the user interface. As tentative and final worksheets become more than 5 years old, the data shall be archived and be available through ad-hoc queries.

6. Hold release data for three years shall be available for viewing through the user interface. As hold release data becomes more than three years old, the data shall be archived.

7. Teacher cancellation worksheets and award letters for 5 award years shall be viewable through the user interface. As worksheets become more than 5 years old, the data shall be archived and be available through ad-hoc queries.

8. Two years of telephone log data shall be viewable through the user interface. As telephone log data becomes more than two years old, the data shall be archived.

9. A minimum of three years of under-use waiver, community service waiver, and FWS/FSEOG matching waiver data shall be viewable by Department of Education staff. As this data is no longer displayed on the user interface, the data shall be archived.

16) Reporting

i. A clearly understood "system alarm" capability is mandatory. Reports should contain obvious visual cues to alert managers to the problems (at ED and at the contractor's site) in the system.

ii. The contractor shall develop for monthly submission, a package of core quality control statistical reports that the contractor believes fairly and accurately describe the quality of performance under the contract.

iii. The following types of reporting are recommended:

1. Reports with current and cumulative data, presented next to useful comparative data.

2. Reports with comparative data, including both historical and forecasted data for relevant periods.

3. Reports which use a method for highlighting data that are well out of the historical or forecasted range.

4. Reports which use graphics in reporting, with linear boundaries for expected behavior.

5. Reports which provide ED with explanations of all out-of-range data along with proposed corrective actions.

6. Reports which reflect aging to track status of FISAP forms.

7. Reports with cumulative error(s) for longitudinal analysis.

17) Quality Control / Quality Assurance

i. In consultation with ED and after reviewing existing procedures, the contractor shall develop and implement a Quality Control Plan that

describes quality control and quality assurance activities for the CB Systems. The quality control standards and procedures specified and developed under the deliverable shall become an integral part of this contract.

ii.   The Quality Control Plan shall describe in detail the procedures and methods used to ensure the integrity of records and to control the flow of data through the system.

iii.   The quality control plan shall consist of procedures, standards, and measures to assure that all specific requirements of the contract are fulfilled. The contractor shall develop and implement quality control procedures designed to assure the contractor and ED that:

– contract requirements are satisfactorily performed;
– areas where additional efficiencies can be implemented are identified; and
– problem areas requiring corrective actions are identified on a routine and immediate basis.

iv.   The contractor's quality control plan shall identify quality control measures or functions for major activities, such as:

– manual processing functions, including mail receipt, document control and paper retirement, correspondence and phone inquiries, etc.;
– data entry functions;
– compute functions, including formula calculations, and edits;
– output functions, including printing, edit verification, tentative allocation, final allocation, teacher cancellation payments, reallocation, closeout, and reports; and
– management functions including fiscal control and productivity.

v.   The contractor shall develop measures and standards for each of these functions and all associated products that reflect actual system performance and which ensure a high standard of performance.

18)   System Turnover

i.   The contractor shall support all activities necessary for system turnover or program re-competition.

ii.   The contractor shall prepare a detailed transition plan for the orderly transfer of the operation of the CB system to a new contractor including a comprehensive list of software, detailed data files, documentation, archived documents, and government furnished materials and/or equipment.

iii.   The contractor shall deliver the transition plan, ready to implement, 180 days prior to the end of the contract.

iv.   The contract shall support parallel processing with ED or the follow-on contractor, until system turnover and conversion is complete.

v.   The contractor shall provide training and technical assistance to ED or the successor contractor to assure an orderly transfer of operational systems during the final 120 days of the contract.

vi.   The contractor shall participate in status meetings, coordination meetings, reviews, and other meetings, as required to support the plan.

ED has described the High-Level functionality it desires in this section. However, the offeror shall not be constrained by these requirements if an alternative solution is available that meets the objectives of this procurement. In fact, ED encourages the offer to put forth any alternative solutions.

VI. Task Order

a) Provision Definition

1) General

i. Work under this Blank Purchase Agreement (BPA) shall be authorized by Task Orders. Task Orders shall be issued by the Contracting Officer in accordance with the procedures specified in this clause.

ii. All Task Orders shall be performance based. Each Task Order shall include performance objectives that reflect and support the objectives of OOSFAP for that Task Order.

iii. Each Task Order shall include performance measurements that will be used to evaluate the contractor's performance under the Task Order and determine if the required outcomes have been achieved.

2) Task Order Proposals

i. It is the goal of OOSFAP to maintain flexibility in the task order proposal request and development process.

ii. When the Government identifies a requirement to be acquired under this BPA, the contractor shall assist OOSFAP with the preparation of performance based work statements for task orders.

iii. When the performance based task order work statement is finalized, a request for a technical and cost proposal for the requirement may be furnished to the contractor. The request will state whether the task order is to be fixed price or time and materials.

iv. Task order proposals shall be due 10 working days from the date of proposal request, unless otherwise notified, in writing, by the Contracting Officer. The Contractor will be permitted to schedule meetings with OOSFAP contract and technical personnel to clarify requirements prior to submitting the task order proposals. When a task order amount exceeds the established maximum order threshold for the schedule contract, appropriate price reductions shall be proposed. Technical and cost/price negotiations will be held if necessary.

v. The labor categories and loaded labor rates (less proposed price reductions) as defined in the applicable schedule contract, shall be utilized by the Contractor when submitting proposals for task orders. The price for each task order shall be determined based on the estimated level of effort required to perform the work and the rates (less proposed price reductions) set forth in the schedule contract.

3) Task Order Issuance

i. Task Orders shall be issued as either single party instruments (not requiring the contractor's signature) or as supplemental (two party) agreements at the discretion of the Contracting Officer.

ii. Task orders may be issued on either a Fixed Price or Time and Materials basis, at the discretion of the Contracting Officer.

- FIXED PRICE TASK ORDERS - Fixed price task orders shall include a schedule of deliverables and corresponding payment schedule.
- TIME AND MATERIALS TASK ORDERS - Time and materials task orders shall order specific hourly labor applications and otherwise set any necessary special conditions for reimbursable materials and subcontractor costs. Loaded labor rates shall be as specified in the schedule contract less any applicable discounts.
- The period of performance and delivery schedule shall be included in each task order.

4) Task Order Acceptance

i. The contractor's acceptance of single party task orders shall be presumed by its commencement of work called for therein. If the Contractor finds any task order unacceptable for any reason, it shall contact the Contracting Officer within 24 hours after receipt of such task order and shall not begin the work required therein until the problem has been resolved.

ii. The contractor's acceptance of task orders issued as supplemental (two party) agreements shall be date the supplemental agreement is signed by both parties unless otherwise provided in the supplemental agreement.

iii. All task orders are subject to the terms and conditions of this BPA and the applicable schedule contract. In the event of a conflict between a task order and the BPA, the BPA shall control. In the event of a conflict between the BPA and the schedule contract, the schedule contract shall control.

iv. If at any time during the performance of a time and materials task order, the Contractor has reason to believe that the total price to the Government to complete the task order will be greater than the authorized amount, the Contractor shall notify the Contracting Officer, giving a revised estimate of the total price for performing the task and giving supporting reasons and documentation. If fewer hours or materials are required, only the hours and materials actually used shall be invoiced.

v. Invoices for services ordered under task orders shall be listed by task order number and shall include for each task order:

1. For fixed price task orders: Unit prices and quantities for each item for the period billed; the cumulative quantity of items or units for each deliverable; the cumulative amount billed for each item; and the cumulative amount for the task order.

2. For time and materials task orders: The number of billable hours by labor category and an itemization of other direct costs; the loaded labor rates; the cumulative quantity of hours for each labor category;

the cumulative amount billed for each labor category; the cumulative amount for materials; and the cumulative amount for the task order.

    vi.   Task Orders may be placed by electronic commerce methods. Task Orders may be placed via facsimile with telephone or written confirmation.

    vii.   In the event any task is so urgent that time cannot be allowed to issue a task order in writing, the Contracting Officer may provide oral authorization for the Contractor to proceed. In such an event, the Contracting Officer will identify BPA contract number, the task order number, and state the cost. Oral authorization will be confirmed in writing through the issuance of a task order.

    viii.   Materials use and reimbursement for task orders shall be governed by the incorporated clause entitled "Allowable Cost and Payment" at FAR 52.216-7.

b)   Additional Enhancements Development Methodology

    1)   OSFAP Methodology

        i.   The contractor shall use the most current Department of Education Modernization BluePrint Web Development methodology. Offer is responsible for adhering to all deliverable and approval requirements specified in the methodology.

        ii.   Work Breakdown Structures

            1.   The contractor shall provide a work break-down structure for execution of the annual cycle of program activities.

        iii.   Workplan

            1.   The contractor shall provide a workplan that includes all critical tasks associated with execution of the annual cycle of program activities.

c)   Target Architecture Compliance

    1)   The Contractor shall adhere to the Technology and Policy Standards for any new component or system development. In addition, enhancements to the Campus-based System should comply with OSFAP standards as stated in the Technology and Policy Standards Guide.

VII. Proposal Requirements

a) Proposal Instructions

1) The oral presentation that is made as part of this procurement will also become a formal part of each contractor's proposal. The offeror shall submit eight (8) bound copies of its proposal as well as the electronic document described below. Each copy shall contain:

2) Paper Document

150 single-sided, double-spaced pages (maximum).

Includes any prefatory materials or appendices.

Sections / Discussions to be included:

Technical approach and management plan for the full scope of the solicitation

A brief discussion of your approach to quality control and MIS.

One-page resumes for no more than six key personnel.

A list of the three most recent contracts that you have been awarded and that you have operated for at least 12 months; include name of the agency/firm that awarded you the contract, contact person, and telephone number for contact person for each contract.

The names, addresses, contact persons, and telephone numbers for three references that you wish us to review to determine if your past performance on contracts that are significantly comparable to this solicitation is satisfactory or unsatisfactory.

3) Electronic Document

MS Project Compatible

Project Plan #1 (All Critical Paths)

Transition of the CB system from the current contractor.

Operation, Maintenance, & Support of the current CB system.

Project Plan #2 (All Critical Paths)

Conversion of the current CB system to a relational database system.

(All phases-Requirements, Development, Testing, Implementation, etc.)

Operation, Maintenance, & Support of the relational database system.

4) Requirements for Oral Presentation

i.   Offeror is able to use electronic media that is compatible with Microsoft PowerPoint, but the contractor must provide all necessary equipment. The oral presentation slides are due to ED by 12 p.m. (EST) on July 19, 2000.

ii.   Oral Presentation Agenda - DRAFT:

    1.   Offeror presentation (1.5 hours)

        – Key personnel
        – Operation and enhancement of the current system
        – Conversion, operation, and enhancement of the new system

    2.   Break for ED Meeting (1 hour)

    3.   Technical questions (1.5 hours)

    4.   Problem resolution case study (1 hour)

    5.   Additional questions (1 hour)

iii.   During the oral presentation, Contractors must address the following topics in the order they are listed below:

    1.   **Provide highlights of key corporate experiences and management practices that the Offeror believes OOSFAP should focus on or consider for evaluation.**
        Note: Point of contact information for at least three (3) primary customers should be provided for verification purposes.

    2.   **Showcase key people that would carry out the Scope of Work and the Offeror's flexibility for shifting people across divisional lines**.
        The presentation should highlight qualifications, experience, and managerial or technical capabilities. Personnel experiences should include a description of the roles and accomplishments performed in the above examples of corporate experience and management practices.

    3.   **Describe how the Offeror would approach the overall Scope of Work, include reactions to the scope appropriateness.**
        The approach should specifically describe how the Offeror will manage the execution of the Modernization Blueprint to develop and integrate a full range of technological and management solutions. It is desirable for the Offeror to provide their reactions to the appropriateness of the scope of work as defined.

    4.   **Provide the Offeror's 'Corporate Point of View' of what they will be signing up to do for the PBO.**
        This should include discussing the OOSFAP mission, the concept of the PBO, defining the role of the Modernization Partner, and proposing a performance-based measurement system for evaluating the Partner's performance on tasks in the contract.

      iv.   The proposed Program Manager and other managers who will actually be employed under the prospective contract (e.g. Customer Service Manager, Finance, etc), up to a maximum of 6 presenters must make the oral presentation. Prior to commencing with the presentation, the offeror shall provide the Government with a list of presenters, their firm and position.

          1.   The Department will provide an overhead projector for use by presenters.

          2.   The Department will have all presentation transcribed.

          3.   No video recordings of the presentation will be performed or permitted.

          4.   The order of presentations will be determined by the drawing of lots by the contracting officer.

5)   Warning

      i.   Do not submit as part of your proposal any paragraphs, pages, or sections that you have simply lifted from our statement of objectives, draft RFP, or other library materials. We will not accept any sections of your proposal that consist preponderantly of language from our solicitation that you have modified by changing the subject to the name of your company, or to pronouns that refer to it.

6)   Proposal Pricing

7)   Deliverables

      i.   All deliverables shall be submitted to the designated Contracting Officer. This shall be done according to the quantities and dates indicated by OFSA.

      ii.   The contractor shall report the progress and completing deliverables in weekly reports.

8)   Personnel Requirements

      i.   Skills

          1.   The contractor shall install a management team to direct all aspects of work under this contract. The contractor's project management team shall be comprised of a qualified project manager and as many mid-level managers as are deemed appropriate. The contractor shall delegate full project management authority to its management team and establish clear lines of project authority.

      ii.   Resumes of Key Personnel

          1.   The contractor will provide the resume of its six key personnel.

iii.   Key Personnel Clause

iv.   Penalty Clause

1. The government shall not pay for a deliverable that is not delivered. If a key personnel slot is vacant, the government shall not pay for that deliverable. A key personnel slot is vacant until the government approves the individual to fill the slot.
If a key personnel slot remains open for greater than ninety (90) calendar days, liquidated damages shall be assessed a the rate proposed for that position in Cost and Pricing Schedule, plus ten percent (10%) of the rate beginning the date the position was vacated, until the position has been filled and approved by the Contracting Officer.

2. Liquidated damages shall also be assessed against the subsequent invoices if the turnover of key personnel exceeds three (3) during the Base Period or any Option period. These liquidated damages shall be assessed at the rate of two percent per occurrence of the key personnel costs on invoices submitted during the remainder of the Base Period or Option period.

3. For example, the vendor is not assessed damage until the number of turnover exceeds three (3) key personnel in the Base period. If (4) turnovers occur halfway through the Base period, liquidated damages of 2% will be assessed for each month following the fourth turnover until the beginning of the Option period 1. If another turnover occurs with the Base period, an additional 2% charge will be assessed for each month following the occurrence until the beginning of Option period 1.

4. Liquidated damages will not be charged in any Option period until the turnovers with that Option period exceed three (3).

5. Turnovers that result from the following conditions will not be counted in the number of turnovers for the applicable Base or Option periods:

    – Promotion of key personnel on this project to another key personnel position on this project.
    – Key personnel removed at the request of the Department.
    – Death, disability, or extend illness of key personnel.
    – Removal for cause.
    – Retirement.
    – Turnovers that ED and the contractor agree are mutually beneficial.

6. If any of the personnel in the key labor categories listed in the Base period staffing plan are not available at contract award and must replaced, they will be considered in the Cumulative Turnover.

    Contractors may inspect all documentation for the current system in ED's RFQ library.